

AGENCY PERFORMANCE PLAN 2016

Name of Agency: Department of Human Rights			
Agency Mission: To ensure basic rights, freedoms, and opportunities for all by empowering underrepresented lowans and eliminating economic, social, and cultural barriers.			
Core Function	Performance Measure(s) (Outcome)	Performance Target(s)	Link to Strategic Plan Goal(s)
CF: Advocacy			
Desired Outcome(s):			
Expand knowledge, understanding and opportunities for underrepresented populations by providing relevant information to influence decisions.	% of state, city and county governments connected to underrepresented populations through DHR initiatives	50%	
Services, Products, Activities	Performance Measure(s)	Performance Target(s)	Strategies/Recommended Actions
1. The DHR website delivers engaging and relevant information for key constituents.	% increase in website visits	50%	
	# of postings of up-to-date information and news	60	
2. DHR coordinates action plan development and implementation by convening appropriate partners to address key areas of concern.	# of areas addressed by developing action plans with partners.	4	
	# of action plan coordination/implementation meetings	16	
	# of action plans developed to address key areas of concern within underrepresented populations.	4	
	% of milestones achieved for key program areas	85%	
3. DHR coordinates with its Commissions in the creation and support of strategic priorities.	% of Commissions in the Community Advocacy and Services Division with strategic priorities that function in coordination with the DHR's overall strategic priorities	100%	

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2016

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Core Function	Performance Measure(s) (Outcome)	Performance Target(s)	Link to Strategic Plan Goal(s)
CF: Community Development			
Desired Outcome(s):			
Alleviate the effects of poverty, underrepresentation and bias by expanding the capacity of communities and community based organizations to meet the needs of underrepresented populations.	% communities/Community Action Agencies meeting their intended goals through collaboration with DHR.	85%	
Services, Products, Activities	Performance Measure(s)	Performance Target(s)	Strategies/Recommended Actions
1. DHR provides technical assistance to community organization on issues affecting underrepresented populations and develops best practices to address the issues.	% of technical assistance site visits to communities completed as needed.	100%	
	% of times national experts are provided for technical assistance to communities when needed	100%	
2. DHR provides monitoring and technical assistance to community action organizations to support the development of high performing, accountable organizations through implementation of organizational standards.	# of local agency monitoring and technical assistance assessments performed	18	
	# of local agencies meeting 90% or greater of organizational standards	18	

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Core Function	Performance Measure(s) (Outcome)	Performance Target(s)	Link to Strategic Plan Goal(s)
CF: Economic supports			
Desired Outcome(s):			
Provide and support programs and services that encourage economic self-sufficiency of underrepresented populations.	% of lowans participating in DHR programs who achieve their goals.	75%	
Services, Products, Activities	Performance Measure(s)	Performance Target(s)	Strategies/Recommended Actions
1. DHR administers the federal Weatherization Assistance Program to reduce household energy costs and increase health and safety.	# of households served	1,800	
	Average annual energy savings	\$305	
2. DHR administers the Family Development and Self Sufficiency (FaDSS) program.	% increase in average monthly income from wages at program entry and exit.	130%	
3. DHR provides assistance to disabled lowans to ensure they receive appropriate services through the Client Assistance Program and the Iowa Youth Congress	% of program participants connected to appropriate services to meet their needs.	80%	

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2015

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Core Function	Performance Measure(s) (Outcome)	Performance Target(s)	Link to Strategic Plan Goal(s)
CF: Research			
Desired Outcome(s):			
Provide accurate and objective research and statistics to inform better decisions about underrepresented populations.	% of all DHR research that is publically available and/or used directly by the intended recipients.	100%	
Services, Products, Activities	Performance Measure(s)	Performance Target(s)	Strategies/Recommended Actions
1. DHR conducts necessary data analysis and research, and performs the duties required of it as the Statistical Analysis Center and leader of the Institutional Review Board.	% of evaluations and reports completed as required and on time.	90%	
	% of IRB protocols that are reviewed and approved by the Board and submitted annually.	90%	
	% of research projects reviewed annually by the IRB.	100%	
2. DHR completes annual prison population forecasts, and conducts correctional, fiscal and minority impact statements for LSA.	Completion of prison population forecast on time.	100%	
	# of presentations	15	
	% of impact statements completed on time	100%	
3. DHR maintains a Justice Data Warehouse (JDW) and provides and responds to data requests, and will provide data via web-based public access site.	% of data requests completed accurately and on time	100%	

4. DHR conducts joint evaluation projects with the Judicial Branch and Department of Corrections to improve the justice system and the effectiveness of services for offenders in the system.	% of new sites using the automated DST	67%	
	# of services assessed	50%	
	# of services demonstrating improvement based on assessment	50%	

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2015

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Core Function	Performance Measure(s) (Outcome)	Performance Target(s)	Link to Strategic Plan Goal(s)
CF: Resource Management			
Desired Outcome(s):			
Resources are effectively and efficiently directed to the desired outcomes of the Department.	% of all DHR goals that are achieved.	90%	
Services, Products, Activities	Performance Measure(s)	Performance Target(s)	Strategies/Recommended Actions
1. Web based meeting tools are used to enhance meeting participation opportunities for the public while reducing travel expenses.	% of meetings held using web based tools to reduce travel	25%	
2. DHR develops a policy and delivers a social media program to engage and inform lowans.	Social media policy developed and delivered	100%	
3. DHR manages state and grant funds effectively and efficiently	% of claims paid within 15 days	100%	
	% of federal and financial reports completed and submitted by due date	100%	
	% of time contract monitoring tool is reviewed annually and necessary improvements are made	100%	
2. DHR will further employees' professional development	% of performance reviews that include a professional development plan	100%	
	% employee evaluations completed by due date	95%	